



Filing a complaint

How do I file a complaint?

Please refer to the complaint form which is located on the website under forms/miscellaneous for further instructions.

Can I call the office to file a complaint?

No. The complaint MUST be submitted in writing with a notarized signature in order to be properly investigated.

Can I call the office to discuss a complaint that I wish to file?

Yes. Anyone may call the office to ask questions or inquire about a possible issue. However, the board cannot and will not accept anonymous complaints. A formal complaint will need to be filed in order for an alleged issue to be addressed.

Can an issue be resolved quickly through a phone call to the office?

No. The issue(s) needs to be handled in an amicable manner between the parties and then a written notarized complaint can be submitted for investigation. *The Board and the staff cannot administer legal advice, the Board and the staff cannot immediately intervene in a situation and the Board's General Counsel cannot advise or assist with any legalities of an individual or licensee other than speaking to an attorney. If a situation requires immediate attention, then the guidance of legal counsel or the local authorities must be contacted to handle.*